

271 Eligibility Response Transaction AAA Segment Error Resolution Process

This document details a four-step process to help determine what data elements or data fields are in error when a 271 Response transaction submitted to Medi-Cal is returned to a provider or clearinghouse containing AAA segments. A 271 Response transaction containing AAA segments indicates that the previously submitted 270 Inquiry transaction was rejected due to data errors. The AAA segment contains the reason for the rejection.

Step #1

Review the rejected 271 Response transaction (refer to the example below).

The following segment headings are contained in this example and are indicated in bold:

ISA, GS, ST, BHT, HL, NM1, AAA, SE, GE and IEA (a period separates each segment, such as the period before GS, which is at the end of the ISA segment).

271 Example

2100A Loop with an NM108 Error

```
ISA*00*_____*00*_____*ZZ*610442_____*ZZ*FHC70100F_____*0
40722*0146*U*00401*000000001*0*P~.GS*HB*610442*FHC70100F*20040322*0146
2201*000000001*X*004010X092A1.ST*271*000000001.BHT*0022*11*TRACENUMBE
R*20040322*01462201.HL*1**20*1.NM1*PR*2*MEDI-CAL*****46*6104
42.AAA*N**79*C.SE*0000000006*000000001.GE*1*000000001.IEA*1*000000001.
```

Locate the AAA segments (grey highlight).

Each AAA segment consists of (1) 'AAA', (2) a response code, (3) a reject code and (4) a follow-up action code (an asterisk separates each data element). Refer to "Note for Step #1" on page 5.

A transaction can have multiple AAA segments.

**In this example, there is only one AAA segment, and it has a response code of "N";
a reject code of "79" and a follow-up action code of "C".**

Step #2

Continue to review the rejected 271 Response transaction example in Step #1. Step #2 is to identify the level or loop in which the error occurred. Level or loop numbers do not appear in the transaction, but they appear in the Companion Guide as logical groupings of data elements.

To determine which level or loop the AAA segment is in, look to the left of each AAA segment for an immediately preceding segment heading of “HL”, “NM1” or “EB”.

If an “HL” immediately precedes the AAA segment, a “1” should be to the right of it, therefore the level = 2000A (Medi-Cal information).

If an “NM1” immediately precedes the AAA Segment, and a “PR” is to the right of it, then the level = 2100A (Medi-Cal information).

If a “1P” is to the right, then the level = 2100B (provider information).

If an “IL” is to the right, then the level = 2100C (subscriber information).

If an “EB” immediately precedes the AAA segment, then the level = 2110C (subscriber information).

In this example, the AAA segment is immediately preceded by an NM1 segment, which has a “PR” (grey highlight) to the right. Therefore, the AAA segment is in the 2100A level or loop.

Conclusion: The AAA segment is in the 2100A level/loop in this example.

Step #3

Search the lists on the following pages, using the level number and reject code to determine the data element(s) in error. Since in the above example the AAA segment is in the 2100A loop, the second grouping is the appropriate list to use. It points out that reject code 79 indicates that the transmitted data was not a “46” or “610442” for the two elements listed in the Companion Guide (either 46 or 610442 were missing in the 270 Inquiry transaction – refer to the example in Step #4). Refer to “Note for Step #3” on page 5 regarding how to read data elements.

If the AAA segment is in loop/level 2000A, match the reject code with a data element or data field code.

<u>Reject Code</u>	<u>Data Element/Field Code</u>
41	ISA04 (PIN <u>not found, not present, or invalid</u>)
41	ISA06 (provider number <u>not found, not present, or invalid</u>)
79	ISA08 (ETIN not “610442”)
42	SYSR (there was a system problem)

If the AAA segment is in loop/level 2100A, match the reject code with a data element or data field code.

<u>Reject Code</u>	<u>Data Element/Field Code</u>
T4	NM101 (data not “PR”)
79	NM108 (data not “46”)
79	NM109 (data not “610442”)
42	SYSR (system not available)

If the AAA segment is in loop/level 2100B, match the reject code with a data element or data field code.

<u>Reject Code</u>	<u>Data Element/Field Code</u>
79	NM101 (data not “1P”)
<u>43</u>	<u>NM102 (data not “1” or “2”)</u>
43	NM108 (data not “SV”)
<u>43</u>	NM109 (data not present)
51	NM109 (data not on file)
<u>50</u>	NM109 (data not active)

If the AAA segment is in loop/level 2100C, match the reject code with a data element or data field code.

<u>Reject Code</u>	<u>Data Element/Field Code</u>
<u>15</u>	NM101 (data not “IL”)
<u>15</u>	NM108 (data not “MI”)
<u>72</u>	NM109 (data not present)
75	NM109 (data not on file)
<u>15</u>	DMG01 (data not “D8”)
58	DMG02 (<u>invalid/missing date of birth</u>)
15	DTP01 (data not “102” or “472”)
<u>15</u>	DTP02 (data not “D8”)
57	DTP03 (<u>invalid/missing date of service</u>)

56

DTP03 (**inappropriate** date)

If the AAA segment is in loop/level 2110C, match the reject code with a data element or data field code.

<u>Reject Code</u>	<u>Data Element/Field Code</u>
<u>15</u>	AMT01 (data not “R” or “PB”)
15	AMT02 (<u>invalid</u> dollar amount)
56	DTP03 (<u>inappropriate</u> date)
<u>57</u>	<u>DTP03 (invalid date of service)</u>

Conclusion: NM108 (bolded in example in Step #4) was in error in the 270 Inquiry transaction.

Step #4

Review the original 270 Inquiry transaction (example below).

In this example, there are the following segments (bolded):

ISA, GS, ST, BHT, HL, NM1, HL, NM1, HL, TRN, TRN, NM1, REF, DMG, DTP, DTP, EQ, SE, GE and IEA

270 Example

ISA*03*_____01*8239924___*ZZ*FHC70100F_____ZZ*610442EDS214___*
040213*0634*U*00401*000000001*0*P*~.GS*HS*FHC70100F*610442*20040213*063
40558*000000002*X*004010X092A1.ST*270*000000003.BHT*0022*13*004*20040203
*06340558.HL*1**20*1.NM1*PR*2*MEDI-CAL*****99*610442.HL*2*1*
21*1.NM1*1P*1*****SV*FHC70100F.HL*3*2*22*0.TRN*1*123456.TRN*1*654321.NM1
*IL*1*****MI*555121207.REF*EA*66612107.DMG*D8*19500204.DTP*472*D8*200404
02.DTP*102*D8*19900527.EQ*30.SE*0000000016*000000003.GE*1*000000002.IEA*
1*000000001.

Notice that in the above 270 example the NM108 data element/field is “99” (grey highlight). This is erroneous data in the 270 Inquiry transaction. It should be “46”. Only correct values are returned in the 271 Response transaction by Medi-Cal (example on page 1); erroneous data is never returned because there is no data field for Medi-Cal to return erroneous data. Frequently, 271 Response fields are left blank, as Medi-Cal does not know what the correct value(s) should be. NM109 does have the correct value (“610442”), so this one is acceptable.

Accordingly, the AAA segment in the 271 Response transaction has a response code of “N” (data error) and a follow-up action code of “C” (correct and resubmit).

Note for Step #1

Response Code Definitions:

N = A data element was erroneous.

Y = The transaction was rejected for some other reason (such as system unable to respond).

Follow-Up Action Code Definitions:

C = Correct and resubmit.

N = Resubmission not allowed.

P or R = Please resubmit **original transaction or resubmission allowed**.

Note for Step #3

Each data element code consists of the segment header ("NM1" for example) followed by a data element number ("01" through "16"). The data element numbers after each segment header can progress from 01 to 16. Each data element in a transaction is separated by an asterisk and any omitted data element has an asterisk in its place. This is explained in detail on page 2 of each of the data specification documents in the Companion Guide.

For additional assistance, contact the Telephone Service Center (TSC) at 1-800-541-5555.